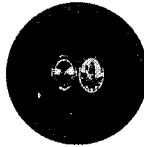


230119

Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Email form to: contact@psc.sc.gov

\* Required Fields

## Letter of Protest

Print

Email

Date: \* May 20, 2011

in Docket \* 2011 - 47 - WS

## Protestant Information:

Name \* Tracy and Amanda WilliamsMailing Address \* 130 Maple Leaf WayCity, State Zip \* Lexington, SC 29073 Phone \* 803-808-3893E-mail Williamsfour84@windstream.net

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a water and sewer customer of Carolina Water Service, Incorporated in the Maple Grove subdivision in Lexington, SC. I am considered part of the "I-20" water system, am a "Water Distribution Only" customer, and a standard sewer customer.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

Please see the back side of paper for the printed protest.

**3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? \***  
(This section should be completed.)

yes

RECEIVED

PSC  
MAIL / DMS

We have been with CWS for approximately twelve years. In this time we have experienced inconsistent billings and poor service. We have never been satisfied with our service and we do not know of another CWS customer that is satisfied. I feel that we are forced to pay an outrageous amount, and when I have shared with friends and family of the amount that we pay they also believe the charges are outrageous. After some investigation we found that West Columbia is charging a base fee of \$15.10 for water and a base fee of \$9.20 for sewer, this being said, CWS has a markup rate of between 300 to 400%. I do not know of another commodity that has that much of a markup, especially a commodity that I have to have to live and I do not have a choice of whom I get it from. I believe that CWS has taken advantage of the fact that they do not operate on a free market bases. No matter how bad there service, or how high their rates are, I will still be forced to pay. I also understand that while all other water companies take a loss on water leaks (their side), theft, and general water loss- CWS just passes this cost of doing business on to their customers. I am asking the PSC to seriously look at what CWS is doing.